

The Executive Director's Report



1994 marks the 15th anniversary of the founding of Self Help for Hard of Hearing People, Inc. During this relatively short time, we have evolved from an idea into the only national organization of and for people of all ages and all levels of hearing loss.

Our consumer perspective is sought and respected by hearing health care professionals, government at all levels, manufacturers of hearing technology, employers, service providers such as airlines and hotels and, of course, by hard of hearing consumers and their families.

Information and assistance has been requested and received from SHHH by tens of thousands of people. We have changed lives, even saved lives. And yet, remarkably, most people with hearing loss don't even know that SHHH exists, that help is available, that there are things that they can do to help themselves communicate better and to live and work with dignity — just like everyone else.

An important theme this year, which will likely carry over into future years, is to increase visibility and awareness about SHHH, and about hearing loss generally. Our focus at all levels — efforts by the board of trustees, new projects carried out by the National staff, efforts undertaken collaboratively with our 270 chapters and groups, and activities with other organizations — was aimed at increasing our reach.

There is another element of this issue of visibility that cannot be ignored. Someone from the hearing health care field once summed it up succinctly by saying, "What the hearing aid industry needs is a Marlboro man." While we at SHHH are not in the business of selling hearing aids, we are all too familiar with the stigma attached to hearing loss. Having a hearing loss,

wearing a hearing aid is not akin to wearing eye glasses. There is a reticence, almost a sense of shame, about having a hearing loss that often discourages a hard of hearing person from seeking help and taking productive steps.

Hence, part of our work must be directed toward addressing this stigma and reversing the negative perception of hearing loss in our society. The task is enormous and we cannot do this alone. Therefore we have sought collaborations with a variety of entities in this regard and will continue to work on such issues in the future.

While we are not de-emphasizing the importance of the individual and our self help grounding, we must take steps to reach more people — hard of hearing individuals and their families as well as the larger population of people who are not hard of hearing. Because all of us with hearing loss have at some time faced barriers, we know of the need to change attitudes and preconceived notions about our capabilities. We must work to eliminate the barriers that we all face — on a national, local and individual level.

It was with these larger issues in mind that the SHHH board of trustees developed our new mission statement which carries on our self help philosophy but goes beyond it to emphasize our role as a catalyst for change to make mainstream society accessible to people who are hard of hearing. We must all continue to work together to make our mission a reality.

In closing, I would personally like to thank the members of the board of trustees for their support and encouragement of our efforts to explore new mechanisms of reaching out to hard of hearing people and the population at large. And on behalf of all of the staff of SHHH, I would like to thank our members and other supporters for their assistance and generosity.

Respectfully submitted,

Donna L. Sorkin
Executive Director

Letter from the President of the Board of Trustees



Dear SHHH Members
and Friends:

It has been a privilege to serve as your president, an honor which has encompassed both challenge and pleasure as SHHH continues to grow in stature, recognition and capability. While our organization continues to maintain its primary mission as a promoter of self help, we have also become a listened to and respected voice for hard of hearing people.

The appointment of trustee Mark Ross, Ph.D., to the executive committee as functional vice-president of policy issues marked the beginning of a process to develop specific policy papers that define more clearly the mission and values of Self Help for Hard of Hearing People, Inc. To date, the SHHH board of trustees has accepted policy papers regarding the following:

- Cochlear implants for children and adults
- Hearing aids
- Residual hearing and inclusion to help hard of hearing children thrive in regular classroom settings

We are also working to develop a paper that addresses concerns about our organization's relationship to commercial entities which manufacture, distribute or sell technology relative to hearing loss.

The Long Range Planning Committee worked hard to develop a more clearly defined mission and value statement for our organiza-

tion. That statement was ratified by the Board and is published elsewhere in this Annual Report.

The Board's entire committee system has been overhauled to encourage greater participation and effectiveness. We have also involved non-board members on various committees.

SHHH continues to work through its organizational development process towards maturity. Currently, we have sanctioned three state level SHHH associations with several more in progress. More states and regions are beginning to sponsor conferences and other opportunities for SHHH members to gather.

I wish to extend my personal thanks to each SHHH member and friend of SHHH for their continued support. I especially thank the SHHH board of trustees for their unselfish dedication to our organization. Last, but certainly not least, it is an honor to thank Donna Sorkin and the hard-working SHHH staff for all that they do.

As SHHH continues to provide a place for hard of hearing people to gather and learn more about hearing loss, we also give thanks to our founder, Rocky Stone, for his vision and goal to create an organization capable of making the world a better place for people with hearing loss. We believe we are fulfilling that vision in many different ways.

Each of you plays an important role in making SHHH an effective organization. I thank you.

Very truly yours,

A handwritten signature in cursive script, reading "Julie Metternich Olson".

Julie Metternich Olson

Raising Awareness and Increasing Visibility

Help for a Hearing Loss

Dear Abby: In a recent column, you had a letter from Richard Zyman of New Jersey requesting consideration for older people with a hearing loss.

Your reply pointed out that hearing loss affects not only "older" people; more than 24 million people in this country have a hearing loss. Two million are deaf, and 22 million have varying degrees of hearing impairment.

You should have told Mr. Zyman to check with his local telephone company. Chances are they have telephones with a volume control — which would improve his chances of understanding a caller.

Finally, it would have been a public service to refer your readers to Self Help for Hard of Hearing People, Inc. (SHHH), 7910 Woodmont Ave., Suite 1200, Bethesda, Md. 20814. A self-addressed, stamped (52 cents) envelope is required. The organization keeps people up-to-date on the latest products, issues such as ADA (Americans With Disabilities Act), and what people with hearing loss can do to help themselves (in addition to writing to Dear Abby).

There are many services and products available for people with hearing loss, about which many people are unaware. I discovered this the hard way when I had a sudden hearing loss at age 50. I'd rather have people know I have a hearing problem than have them think I'm stupid when I make an off-the-wall reply because I misunderstood what was said.

Thank you for supporting those of us with disabilities.

Mel McGuire, Irving, Texas

Dear Mel McGuire: I hear you — loud and clear. Many of my readers will appreciate your helpful input.

Above: SHHH was mentioned in this *Dear Abby* column on June 8, 1994, in hundreds of newspapers nationwide. Above right: One of over 15,000 letters received at the SHHH National office in response to the *Dear Abby* column. Right: Volunteers and staff sort through the thousands of letters that flooded the SHHH National office as a result of the *Dear Abby* column.

A theme running through many of the 1994 activities was increasing visibility and raising awareness about SHHH and hearing loss generally. This is not an easy task nor one that can be accomplished in a year's time.

There are a multitude of issues: stigma associated with hearing loss in our society, which often affects

an individual's attitude about acknowledging and addressing their own hearing loss; lack of understanding about the impact not hearing well has on a hard of hearing person and his or her family; and confusion about the needs of people who use their residual hearing, in combination with other assists, versus people who primarily use sign language.

Dear Abby Column

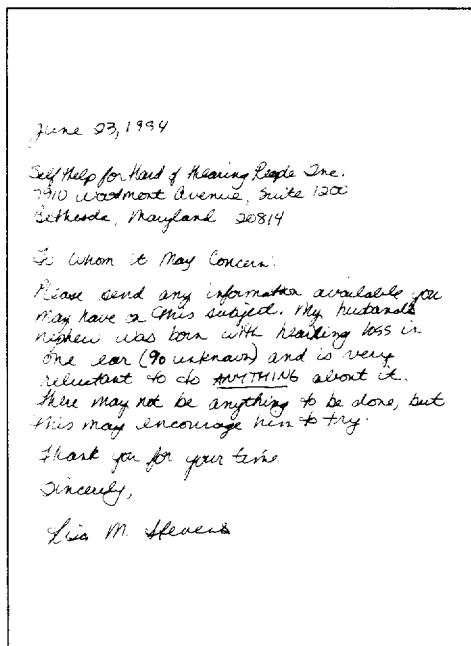
The need for such efforts was underscored by the overwhelming response to a mention of SHHH in the syndicated "Dear Abby" column on June 8, 1994. That one column, printed in newspapers around the country, resulted in more than 15,000 inquiries addressed to the SHHH National office. This overwhelming response demonstrated, once more, that people with hearing loss are desperate for information, and, most do not know where to turn for help.

It was for this reason that the National office of SHHH, under the direction of the board of trustees, initiated a variety of activities to increase understanding of hearing loss and enhance the visibility of SHHH.

New Booklet Produced

SHHH staff developed a booklet, *Hearing Loss: How to Get Help* in conjunction with Better Hearing and Speech Month. The purpose of the booklet was to introduce a person with hearing loss to the hearing health care system because so often we are told that people don't know where to begin when they wish to seek help.

Produced with a grant from the American Speech-Language-Hearing Association (ASHA), an initial printing of 40,000 booklets was distributed by the SHHH network of 270 groups and chapters. A second printing was made possible with the financial assistance of the Academy of Dispensing Audiologists, the American Academy of Audiology, the



American Academy of Otolaryngology — Head and Neck Surgery, the Detroit Nortown Lioness Club, the Hearing Industries Association, Oticon, Inc., and ASHA.

Outreach and Marketing Projects

We know that SHHH is one of the best-kept secrets around; new members sometimes tell us that they can't believe that they had never found us before. One of our

major challenges is making the initial contact with someone who is hard of hearing. Our members are students, homemakers, retired persons, and individuals in the workforce. Further, our members have hearing losses which range from mild to profound. That diversity is an important strength but it makes more difficult the job of communicating our message and reaching people that could be helped.

During 1994, the AT&T Foundation and AT&T Relay Services awarded a grant to SHHH

to initiate activities aimed at reaching people who could benefit from SHHH programs and services. The assistance included both a monetary gift and consulting assistance from AT&T corporate staff for outreach and marketing efforts. A range of marketing activities will be examined and tested — from working with medical professionals to rethinking the way we communicate the message of self help.

Hearing Better for Life!, initiated during 1994 and funded by Oticon, Inc., provides another mechanism for reaching people with hearing loss. Under this grant, SHHH held educational seminars aimed at people seeking help for hearing loss. The initial seminars were conducted in Pittsburgh, Dallas, Houston, Baltimore, New Orleans, Helena and Missoula, Montana and Coeur d'Alene, Idaho. Future seminars will held in sites where local SHHH affiliates can host and carry out the seminars with guidance from SHHH National.

Philosophy Set Forth in Mission Statement

Throughout all of 1994, SHHH looked at its members *and* its mission. It was time to pull back and ask ourselves, "Who are we and what are we about?" The "Who are we?" was answered by the SHHH member survey; the "What are we about?" was the focus of the board of trustees' discussion that led to the SHHH Mission Statement. This arduous task culminated in a statement that proclaims our mission, goals and values for the remainder of this decade and into the next century.

Mission Statement

SHHH and our members are catalysts that make mainstream society more accessible to people who are hard of hearing. We strive to improve the quality of hard of hearing people's lives through education, advocacy and self help.

Value Statement

We value:

- **Education:** SHHH provides adults and children with tools for self help; sensitizes the general population about the special needs of people who are hard of hearing; and promotes understanding of the nature, causes, complications and remedies of hearing loss.
- **Advocacy:** SHHH promotes new technology, medical research, and legislation that will alleviate the effects of hearing loss.
- **Self Help:** SHHH promotes self-confidence; empowers individuals with skills to improve their lives; and provides an opportunity for affiliation among people with hearing loss, their friends, families, and professionals.

Miss America 1995

In September, people with and without hearing loss cheered as Heather Whitestone, who has a profound hearing loss, was crowned Miss America, the first person with a disability to be so chosen. SHHH members joined people everywhere in welcoming her as a role model who demonstrates that having a disability does not deter us from reaching goals traditionally thought to be unattainable. She has used the opportunity provided to her by being named Miss America to increase visibility and understanding of hearing loss. And, accordingly, SHHH made plans to involve her in the 1995 SHHH Convention in Dallas.

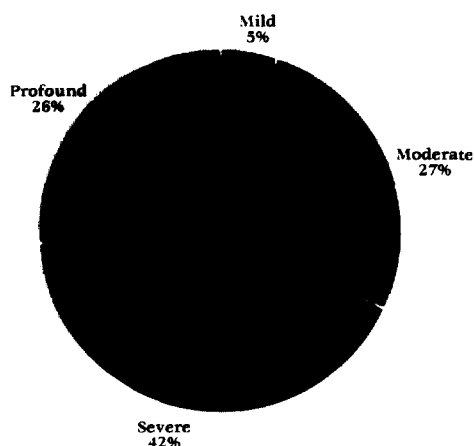
Member Survey

Understanding Our Needs

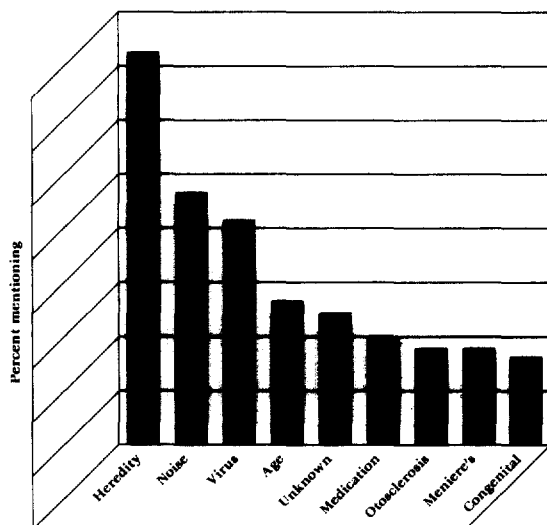
In an effort to gain an understanding of who SHHH members are and their needs as hard of hearing people, a mail survey was undertaken in 1994. Because the survey was sent to a random sample of considerable size, the results are representative of the entire population of SHHH members and provides a portrait of how our members address hearing loss.

The survey was funded through the generosity of AT&T Accessible Communications Services, Cochlear Corporation, MCI Telecommunications Corporation, Omni Hearing Systems, Inc., Oticon, Inc., Phonak, Inc., Phonic Ear, Inc., Siemens Hearing Instruments, Inc., Unitron Industries, Inc., VoiceMode, and Williams Sound Corporation. In-kind support was provided by American Speech-Language-Hearing Association.

How was your hearing characterized?



What do you think caused your hearing loss? (Check all that apply.)



Member Demographics

The survey began by asking "Do you have a hearing loss?", to which 89 percent of SHHH members responded in the affirmative. The survey also confirmed that SHHH is comprised of people of all ages and all levels of hearing loss.

SHHH members spanned the spectrum of hearing loss with responses indicating mild (5 percent), moderate (27 percent), severe (42 percent) and profound (26 percent) hearing loss.

The majority of our members are married (62 percent), emphasizing the need for us to continue to address the needs of family members. We have a mix of people working (38 percent) and retired (46 percent), with small numbers indicating they are homemakers (6 percent), unemployed (2 percent), student (2 percent), or volunteers (1 percent).

Our members are of all ages, further reflecting our diversity, although more members are over age 61.

Technology Use

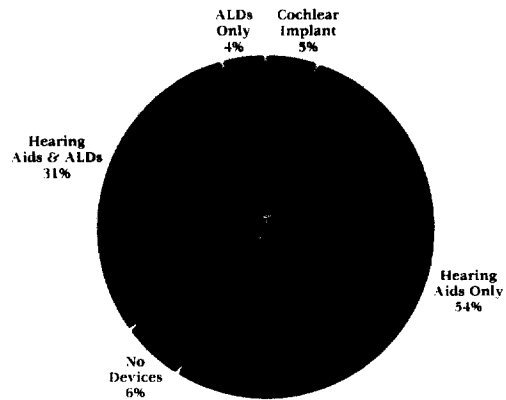
As we expected, our members are heavy users of both technology and other kinds of assists. Our hard of hearing members are much more likely to use hearing aids than the general population; 88 percent of hard of hearing SHHH members indicated that they used one or two hearing aids as compared with 19 percent in the general population of people with hearing loss. SHHH members also recognize the importance of supplementing their residual hearing in other ways with speechreading being the most common method.

Impact of Member Study

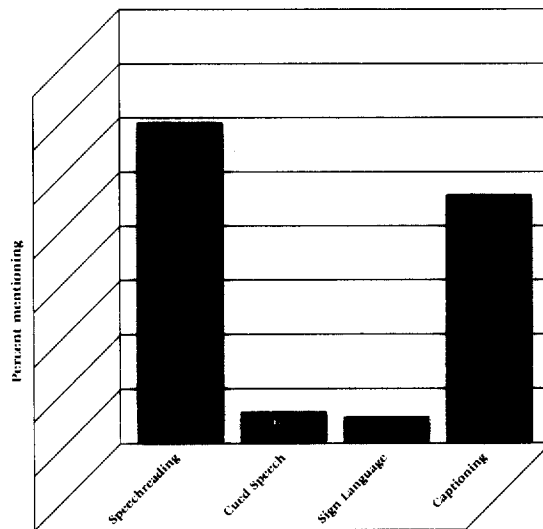
The survey also provided valuable information on hearing aids and assistive technology. SHHH relies on this data to encourage appropriate action by public and private policy makers. For exam-

ple, a telecoil — a relatively inexpensive feature for a hearing aid that allows the user to link directly to the electromagnetic energy found in telephones, audio loops, FM and infrared systems — is often omitted from the purchase, largely because of ignorance about its value by consumers and professionals alike. The survey data on telecoils demonstrated that they make a dramatic difference in understanding on the telephone for people with certain hearing characteristics. This is the first time that anyone has collected such data.

What is your best aided condition?



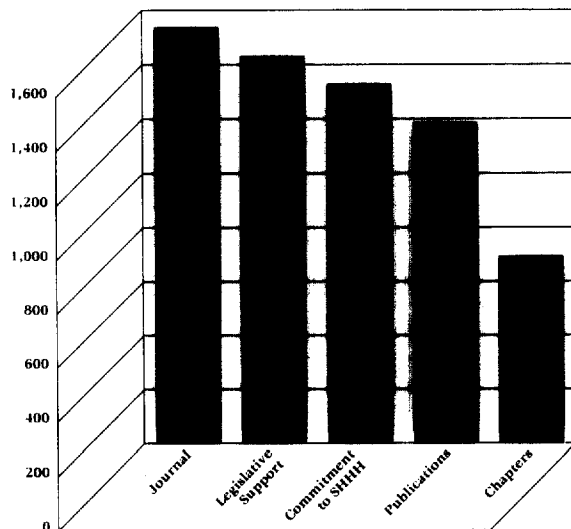
Other Communications Assists Frequently Used



The Value of SHHH

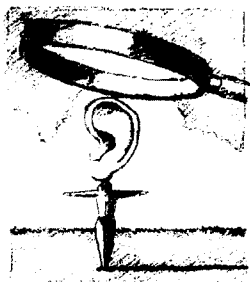
The SHHH member survey also solicited information regarding members' thoughts on SHHH. We wanted to know what people valued most about SHHH — what encouraged them to remain supportive of the organization. We found that the *SHHH Journal* continues to be the most concrete benefit of membership. The second most important reason, by far, was support for national legislative activities relating to hearing loss.

Why do you retain your membership in SHHH National?



Bringing Developments in Research to SHHH Members

*The Ninth International Meeting
of Self Help for Hard of Hearing People
proudly presents*



Focus on Research:
New Discoveries,
New Solutions

8:30 a.m. - 12:45 p.m., July 19, 1994
Hyatt Regency,
Inner Harbor, Baltimore MD



*Sponsored by the Johns Hopkins Center for Hearing
and Balance with support from the National
Institutes on Deafness and Other Communication
Disorders, National Institutes of Health*

The extensive advertisement drew many health care professionals to the Research Symposium.

A number of efforts initiated this year emphasized scientific and medical research that may one day help us as hard of hearing people. This was a new theme and, after accessibility, represents the next great challenge for SHHH.

First-Ever Research Symposium

The research symposium held at the SHHH Ninth International Convention in Baltimore was an historic event as it was the first time, anywhere, that hearing



Dr. John Niparko stresses a point during his Research Symposium presentation on sensorineural hearing loss.

researchers had presented and interacted at a meeting for hard of hearing consumers. Sponsored and organized by the Johns Hopkins Center for Hearing and Balance, the symposium featured recent and ongoing research on sensorineural hearing loss, hair cell movement and regeneration, and balance. The presentations were intended for a general audience of people with no scientific background.

The day began with an introduction by Dr. James B. Snow, Jr., director of The National Institute on Deafness and Other Communication Disorders (NIDCD,) National Institutes of Health, who spoke on the role of NIDCD in sponsoring hearing research.

The symposium was enthusiastically attended by over 500 convention participants who rated the session the highest of any convention activity. Comments from attendees included "absolutely stellar", "valuable, uniformly well presented" and "I've never had the opportunity to obtain this level of information before."

Dissemination of Research Results

To encourage dissemination beyond the convention, Johns Hopkins staff arranged for the production of captioned videos of the six scientific presentations. SHHH chapters and groups are using these tapes in their local meetings, thus further expanding consumer knowledge of research underway.

This has spurred some SHHH chapters to establish linkages with local universities involved in hearing research further increasing partnership between hard of hearing consumers and scientists.

Efforts to enhance consumer knowledge and support for research was further carried forward by a series of articles by physicians and scientists in the *SHHH Journal* during 1994. Editorial coverage included the January special theme issue on cochlear implants as well as articles on vestibular disorders and hearing aids.

Dr. James Snow, director of NIDCD (left), Dr. Eric Young, director of the Johns Hopkins Center for Hearing and Balance (Center), and Dr. William Brownell, John Hopkins University, Department of Otolaryngology and one of the Research Symposium presenters (right) listen to a presentation on hair cell regeneration.



The SHHH Network – Chapters and Groups Across the Country

"My first introduction to an SHHH meeting was a real eye opener for me! I walked into this room containing perhaps 25 or 30 people of all ages. I couldn't believe it. All of them were wonderful, happy and perfectly 'normal' people, and they were all hard of hearing: amazing! I knew right then that in SHHH I had found my little corner of the world.

"Up until this time, I was filled with a great deal of anger and pride: anger for not being able to hear well, and pride (foolish as it was) in not being able to openly admit to my hearing loss, leaving me in a constant state of frustration. It has only been through my involvement with SHHH that I have been able to come to grips with these issues and get on with my life. It has been five years now since I drew a deep breath and walked into that first meeting. I have emerged a different (and, I hope, better) person for having done so."

*—Linda Barnes,
Fresno, California, Chapter*

1994 was a year for chapters and groups to respond to a challenge by Donna Sorkin, SHHH executive director. The two part challenge was issued in January, SHHH National Month.

A Challenge

The challenge for SHHH National was to work harder to educate members about SHHH National. The National office would provide members with policy and position papers to increase members' understanding of national and local issues, would augment opportunities for involvement by SHHH members in national advocacy activities, and would increase opportunities for chapters and groups to participate in projects initiated by SHHH National.

The challenge to chapters and groups was to use the materials developed by National on legislation, advocacy, and research at meetings on a regular basis, inform members about key events such as the SHHH testimony on hearing aids, and join together on major issues such as the health care reform bill. SHHH affiliates were also asked to talk about SHHH National activity at each meeting, raise the understanding of why hard of hearing people need a national organization to represent them, and finally, increase the number of SHHH National members in local organizations by at least 15 percent in 1994.

In response to this challenge, National has made a number of significant changes including more in-depth content to the articles in the "Affiliates in Action Page" of the *SHHH Journal*, and the addi-

tion of a "National News" page in the *SHHH News*.

Donna Sorkin issued this 1994 challenge in a series of speeches to local SHHH affiliates and other attendees at state and regional SHHH conferences and other meetings in California, Louisiana, Ohio, Colorado, Massachusetts, Montana, Virginia and Maryland. Such interaction has increased understanding between SHHH National and local members.

SHHH Groups and Chapters across the country, regardless of their degree of development or sophistication, continue to provide a milieu in which self help thrives — a wholesome atmosphere where people feel at ease and are well informed. As SHHH visibility and awareness continue to rise, local organizations extend their welcome to new members, many of whom become examples for others and leaders in the SHHH structure.

New Chapters

In 1994, seven new SHHH chapters were chartered: Charlotte Ears Tri-County, Port Charlotte, Florida; Iowa City, Iowa; Boca Raton, Florida; Delaware County, Pennsylvania; Orange County, California; Heart of Illinois, Peoria, Illinois; and Crescent City, New Orleans, Louisiana.

Future Plans

Leaders of groups and chapters were asked to comment about future plans for their chapters. The comments varied widely, but indicate a positive attitude and outlook. They want to bond more, to reach out to parents of hard of hearing children and to minorities. They want to continue to grow personally, to increase the confidence and skills of members. They want to reach others in hospitals and nursing homes, in retirement facilities, and to work in the community for communication access. They reflect a dedication to SHHH as well as a caring for each other.

The People of SHHH

Thank you for the SHHH News. Your efforts are remarkable and much appreciated. My own knowledge, enthusiasm and commitment are growing each month. Most of all, I am delighted when I see one more person with tears in his or her eyes when they are introduced to SHHH

*—Ursula Gallagher
Snohomish, Washington*

People is the last word in our name and the first word in importance for SHHH. We are a people organization. It is for people and because of people that SHHH exists. Each person who is hard of hearing, each family member and friend, each employer and teacher of each hard of hearing person, is important.

Volunteers are the Backbone of SHHH

The thousands of dedicated volunteers — from those in the National office to the chapter members throughout the country — make SHHH happen. Without this army of volunteers, SHHH would not be able to accomplish all that it does. Special thanks and acknowledgment goes to each person who volunteers, works on projects, serves as president or an officer in a chapter or group, state coordinator or any of the various other roles that SHHH members fulfill. They work very hard to make SHHH what it is today.

From among this host of volunteers, we select a few as representative examples. They are three of the many outstanding volunteers with whom SHHH is blessed.

Fred Smith of San Francisco

Fred Smith of San Francisco retired over 20 years ago but he has not been idle. With retirement came more time to pursue his interests in helping others. In 1985 Fred heard about SHHH and he involved himself enthusiastically.

Fred helped organize the SHHH San Francisco Group, now a chapter, and served as its president for six years.

A hospital stay is difficult for nearly everyone; for someone with a hearing loss, the experience can be traumatic. SHHH members have worked extensively with hospitals in the San Francisco area and were recognized for their exemplary efforts with an SHHH Hospital award in 1993. Fred was a leader in encouraging hospitals to accept the SHHH Hospital Program and in involving hard of hearing people in the training efforts.

Not content to limit his efforts to his home community, Fred brought along his hospital program materials on a recent cruise to South America with his wife, Marion, and made calls on hospitals wherever his ship docked. Always anxious to ensure prompt follow-up, Fred wrote letters from the ship to the SHHH National office instructing the staff where to send materials. Although nearly 90 years old, Fred never takes a vacation from spreading the word about the needs of people with hearing loss.

Bob Brown of Colonial Williamsburg

Bob Brown of Williamsburg, Virginia, is a shining example of leadership and self help in action. Over one million visitors a year travel to the Williamsburg area. This year "WISHHH" (Williamsburg SHHH), under Bob's leadership and initiative, concentrated on bringing awareness of hearing loss and the concept of communication access to this historic area of Virginia.

Positive interaction with the chiefs of the police and fire departments have resulted in staff training for both these services which are now aware of the special problems of people with hearing loss. Presentations to members of the area Hotel/Motel Association encouraged these facilities to become communication accessible.

Theaters, libraries, courtrooms, businesses, and the innumerable tourist attractions are now accessible for those who cannot hear well.

WISHHH is providing training and education for 800 personnel of the Williamsburg Regional Hospital. Every area doctor and hearing health facility has SHHH materials in their waiting rooms. WISHHH has also helped to screen the hearing of more than 1,000 area kindergarten children.

None of this would have come about without the fine cooperation of community leaders, and the determination and dedication of Bob Brown, his wife Joan, and other WISHHH members and supporters.

Lise Hamlin Advocates for Courtroom Accessibility

Lise Hamlin is an active member of the Manhattan (New York) Eye/Ear Chapter and has been deeply involved in the issues of advocacy and accessibility. She represented SHHH at the *Making Juries Accessible* project of the American Bar Association. Lise, who is a paralegal, was very impressed with the day long workshop and with the input that she was able to give in order to make juries "user friendly" for hard of hearing people.

Judge Brown, a state judge in Wisconsin who has a cochlear implant and uses real time captioning in his courtroom, spoke at the workshop and demonstrated how courtrooms can be made accessible. Participants included people who were deaf, blind, and elderly, as well as hard of hearing. They discussed what they felt was really important, first in generalities and then in specifics. The final report, which raised awareness of the needs and possibilities of accessibility, was sent to all State Court Administrators.

Lise has also been active in advocacy issues and has produced sample letters for people to use when requesting assistive listening devices in public accommodations and letters thanking those who

have installed working assistive devices.

Lise says, "Getting involved with SHHH and advocating on behalf of hard of hearing people has been an invaluable experience. It has given me a chance to help others, work with the chapter and SHHH National, and, at the same time, learn about my capabilities and grow in confidence so I can continue to advocate for hard of hearing people."

SHHH is fortunate to have many leaders such as Fred, Bob, and Lise. It is because of people such as these that SHHH is more visible and awareness of SHHH is being raised.

Artwork for the National Office

Jeanine Fletcher, an SHHH member and artist from Florida presented SHHH with a beautiful sculpture at our convention in Baltimore. Entitled "The Bird is Singing," the sculpture depicts a

family in which the mother and father are hard of hearing and the child is pointing to a singing bird. The family and family support is one of the major elements in the philosophy of self help which this sculpture so beautifully presents. This marvelous piece of art occupies an honored place in the SHHH National office.



Jeannine Fletcher presents "The Bird is Singing" to SHHH National.



Bob Brown accepts WISHHH's Outreach Award for Community Access from SHHH Executive Director Donna Sorkin.

Lise Hamlin (right) discusses advocacy issues with Donna Sorkin.



The Events of SHHH

ADA Anniversary

President George Bush signed the Americans with Disabilities Act into law in 1990. On Wednesday, July 27, 1994 SHHH staff and members attended the celebration on the South Lawn of the White House commemorating the fourth anniversary of the signing of this historic law. Approximately 400 people with disabilities and representatives of organizations that work with people with disabilities attended.

Addressing the group were President Clinton, First Lady Hillary Rodham Clinton, Vice President Al Gore and Tipper



SHHH staff and members gather on the White House South Lawn at the ADA Fourth Anniversary Celebration. From left, Carol Sliney, David Pichette, Betty Bonvillian, Marjorie Boone, and Carla Beyer.

Gore. They reaffirmed the commitment of the United States Government to ensure equal access for all people regardless of any disability.

Corporate Sponsorship Initiated

A new program of Corporate Sponsorship was inaugurated at the end of 1993. Corporate



Donna Sorkin (left) SHHH executive director, and Brenda Battat, deputy executive director, at the Open House of the new SHHH National office.

Sponsors are recognized as partners with SHHH in promoting the mission and vision which we share. The program was begun through the generosity of AT&T Accessible Communications Services. Joining with SHHH and AT&T in this important program of support were Oticon, Inc., Pacific Bell, Sauls Lithograph Company, Inc., Siemens Hearing Instruments, Inc., and United Artists Theatre Circuit, Inc.

New SHHH Office

On January 15, 1994, the moving vans pulled up to SHHH National Office and we moved to our new offices two blocks away. One of the great pluses is accessibility for wheelchairs and people who can not manage stairs. The new fully-accessible offices and more efficient office space are a great asset for SHHH.

An open house was held on March 4, 1994. The National staff, members of the board of trustees, representatives from community and disability organizations, SHHH members, and neighbors and friends of SHHH gathered to celebrate our new home. Floral bouquets and a delicious buffet were provided through the generosity of our neighbors and friends in Bethesda. People came early and stayed late, enjoying food and conversation with new-found friends and friends of long standing.

Visits to the National Office

International Visitors

The international flavor of SHHH was obvious on March 30 as the National office hosted a tour of Japanese people with hearing loss. It was a day of translation as spoken English was translated first into spoken Japanese and then into Japanese sign language. The process was reversed when questions were asked. It was a day of breaking down divisions and communicating across language, cultural and hearing loss barriers.



Marjorie Boone (center), SHHH volunteer and former board member, watches as her words are translated into spoken Japanese and then signed Japanese.



Carol Sliney (left) and Barb Plogman share a laugh at the SHHH Open House.

Hard of Hearing Children Visit SHHH Office

One other notable visit to the National office was made by a group of hard of hearing school children from Montgomery County, Maryland. A special hit was a demonstration by Juli Kopit from the assistive listening devices center. The all-time favorite of the children was the extra loud alarm clock that crows like a rooster.

Baltimore Hosts the Ninth Annual SHHH International Convention

With more than 1,300 participants from across the nation and around the world, the 1994 SHHH Convention was the largest SHHH Convention ever. The beauty of the Chesapeake Bay and the Inner Harbor of Baltimore was only

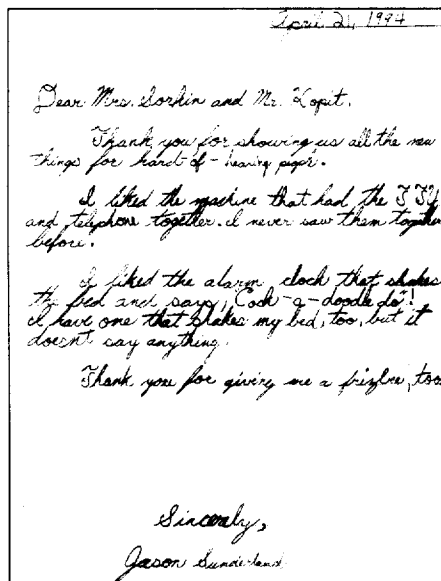
eclipsed by the beauty of the people attending the convention and sharing in the joy and happiness of being in a place that was totally accessible and where people understood what it is like to be hard of hearing. There were 70 exhibitors in the exhibit hall and 74 workshops presented on a wide variety of topics. The 1994 convention was host to the first-ever research symposium for consumers. It was an opportunity for consumers to interact with scientists and physicians who are researching the causes of hearing loss and keys to curing or alleviating the effects of hearing loss.

Yet, the real meaning of the convention is found in the individual stories of the men and women, from children to young adults, to older people, who attended the convention and discovered something new. Perhaps it was a discovery about themselves like some of the children who attended the children's workshop and realized that they could do things they never thought possible.

Perhaps it was something new in technology like the nurse who found the perfect personal FM system so she can keep working in the emergency room. Perhaps it was the new friends who understand what it is like to be hard of hearing and could share similar experiences. Each person and each story was different, yet each echoed that familiar theme of self help and growth and becoming aware of one's own hearing loss and how to live with it.

Deval Patrick Speaks at Farewell Banquet

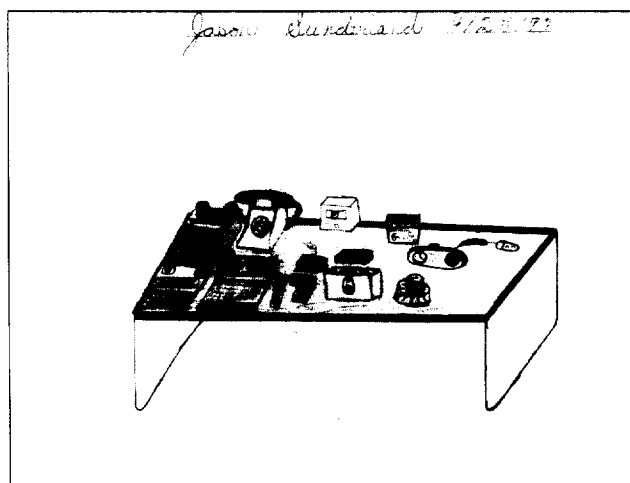
The featured speaker at the Farewell Banquet was Deval L. Patrick, assistance attorney general for civil rights at the United States Department of Justice. Responsible for the enforcement of the Americans with Disabilities Act (ADA) and other statutes and executive orders that prohibit unlawful discrimination, Mr. Patrick spoke of his efforts and goals and his personal pledge to enforce the ADA.



Letter (above) and drawing of the table full of assistive listening devices (below) from Jason Sunderland, one of the children from Montgomery County Schools.



Deval L. Patrick, assistant attorney general for Civil Rights, U.S. Justice Department.



Children's Workshop

A new component at this year's convention was the Children's Workshop. Sponsored by Oticon 4 Kids, the workshop set the scene for hard of hearing children ages 7 to 11 to have fun together, learn about coping with their hearing loss, and see a special captioned showing of *The Lion King* shown in a theater equipped with assistive listening devices. Seeing the smiles on the children's faces and hearing them laugh together helped all of us realize that the future for children with hearing loss is brighter today than it has ever been. These children have more opportunities and options than previous generations of hard of hearing children. There has been such growth over the past 15 years of SHHH; SHHH has much work ahead of it if these children are to develop that potential to the fullest. Children are the future of SHHH.

The SHHH Journal — The One Magazine that Reaches More Hard of Hearing Consumers than Any Other

One of the most visible pieces to create awareness about hearing loss is the award-winning, bimonthly *SHHH Journal*. With a press run of 30,000 and a pass-around circulation of 200,000 per issue, it ends up in the hands of people who need it the most — people with hearing loss looking for the latest information on technology, national legislation, products, coping, and services to help them live with their hearing loss. It is also far reaching to family and friends of those with hearing loss and the hearing health care professionals who treat them.

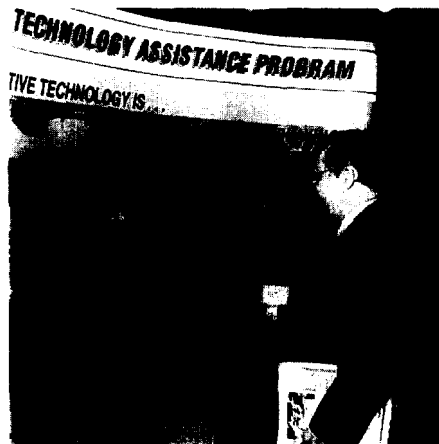
This year brought a variety of articles on all aspects of hearing loss such as psychological issues, hearing aids, telecoils, teaching hard of hearing students, family issues, hereditary hearing loss, employment concerns, captioning, balance disorders, and more.

Special coverage included a theme issue on exploring options with cochlear implants. The SHHH

board-approved position on cochlear implants was presented for those wanting guidance on how to address the issue in local debates about implants.

Popular new additions were two ongoing columns: *Developments in Research and Technology*; and *Reader's Ask: A Doctor Answers Your Questions About Hearing Health Care*. These interactive columns spurred reader participation as well as brought important and helpful information to people who may not be able to readily obtain it elsewhere.

At the request of our members, there was a focused effort in 1994 to publish high-interest editorial on scientific and research developments. Renowned authors — leading physicians, scientists, and hearing care professionals in the field — presented valuable, clear



Assistive technology was on prominent display at the SHHH Convention.



SHHH convention goes mingle during the silent auction at the opening reception of the SHHH Convention in Baltimore. The opening reception was underwritten by Sprint.

information on developments in the scientific and technical fields of hearing loss.

The continuing column, *SHHH National Action*, gives newsworthy information on legislative issues. The column brings issues of national importance to the forefront and shows how SHHH represents the concerns of hard of hearing people at the national level.

SHHH Publications

Besides the *SHHH Journal*, SHHH has a wide spectrum of printed materials. The 1994 Publications Catalog lists more than 100 titles on various aspects of hearing loss, including SHHH-published material and titles acquired from other publishers.



Working together is an essential part of self help as demonstrated by these youngsters during the SHHH Children's Workshop.



New officers of the SHHH board of trustees for 1994-95 were installed at the SHHH International Convention. From left, Marcia Finisdore, secretary, Julie Metternich Olson, president, Marcia Dugan, vice president, and Warren Barnett, treasurer.

On The National Scene

On the national scene, SHHH advocates for the rights of all people who are hard of hearing. The year 1994 was one during which SHHH activities continued to impact on national policy both in the public domain and private sector.

Access Board

Guidelines for implementing the Americans with Disabilities Act (ADA) a civil rights law for people with disabilities, are written by the Access Board. SHHH made two presentations to the Board in 1994. Donna Sorkin, executive director, gave a sensitivity workshop on the needs of people who are hard of hearing.

At an open forum conducted by the board, Donna Sorkin, Brenda Battat, deputy executive director, and Jack O'Keeffe, chair of the Technical Policy Committee, presented SHHH's concerns relative to communication access in the "built environment." They recommended wording to strengthen the guidelines for telephones, assistive listening devices, visual announcements in transportation facilities and emergency alerts.

Once again, SHHH has representation on the Access Board, with the appointment of Donna Sorkin by President Clinton. The announcement was made by Deval L. Patrick at the beginning of his speech during the Farewell Banquet at the SHHH Convention in Baltimore. People who are hard of hearing are represented at a cru-

cial time when the ADA accessibility guidelines are being reviewed.

Captioning

Captioning is used by 46 percent of our members as indicated in the member survey. SHHH continues to work to ensure improvement in the quality and quantity of closed-captioned TV. National staff and members represent SHHH on the advisory councils of all the major captioning companies.

As for home videos, most A releases are now captioned but still many B releases and other kinds of instructional videos are not. SHHH is working together with the National Association of the Deaf (NAD) to have more companies caption home video releases.

SHHH and NAD sent representatives to the Video Software Dealers Association Convention in Las Vegas, July 24-27, 1994, to meet with executives of video producing companies. Karen Swezey, SHHH Oregon state coordinator and SHHH representative, expects that the ten meetings which were arranged by the Motion Picture Association of America, will generate a positive outcome. The percentage of home video releases which are captioned are being closely monitored with a goal of 100 percent in two years.

Access to Courts

Access to the judicial system is of major concern to our members, second only to access to the health care system. SHHH continues to work to ensure that people with hearing loss can participate as full citizens in the courts. Toward this end, Lise Hamlin, a paralegal and member of the SHHH Manhattan, New York Chapter, represented SHHH on the American Bar Association's *Making Juries Accessible* project advisory board.

Travel Access

Airline travel is particularly stressful for people who cannot hear well. Noisy airports and planes, harried check-in personnel who do not take the time to use effective face-to-face communication strategies, auditory announcements at gates through poor public address systems, in-flight movies without captions all can lead to mass confusion for a traveler with hearing loss.

American Airlines (AA) is committed to improving air travel for customers with disabilities. It held two meetings of its newly-formed Advisory Committee on Serving Customers with Disabilities at the AA headquarters in Dallas during 1994. So far, one outcome of the committee is the production of a disability awareness video to train AA employees to understand the issues facing people with various disabilities. This is AA's starting point to serving people with disabilities better.

Telecommunications Relay Service

The nation's telecommunication relay services (TRS), mandated by Title IV of the ADA, have brought people with hearing loss a little closer to having equal access to the all-pervasive telecommunications structure of our society. People who are hard of hearing are slowly coming to realize that the TRS is a service which can be of benefit to them also.

Warren Barnett, past president and current treasurer of the SHHH board of trustees, was elected chair of the Interstate TRS Advisory Council at its inaugural meeting on January 28, 1994. The Council was created to advise the National Exchange Carriers Association (NECA) on interstate TRS cost recovery. NECA processes approximately 1.2 million TRS minutes of use per month. On July 26, 1993, NECA began administering the Fund, which is comprised of mandatory contributions from every interstate telecommunications company.

Donations

Donations from Foundations and Corporations

Many corporations assist the work of SHHH through their corporate giving. This may be for a specific project or to help with general financing and operating budget. SHHH is proud of the corporate and foundation support that it receives.

Corporate and Foundation Grants and Contributions

AT&T Foundation
Oticon, Inc.

Sponsors of the Ninth International SHHH Convention

The 1994 International Convention in Baltimore was a success in part because of the many who contributed time, money and equipment. Assisting by financial contributions were:

AT&T Accessible Communication Services
American Academy of Audiologists
Ameritech, Bell Atlantic, BellSouth, NYNEX, Pacific Telesis Group, SBC, and US West
Baltimore Gas & Electric Co.
Giant Food Inc.
Louis J. Grasmick Lumber Co.
MCI Telecommunications Corp.
Oticon, Inc.
Sprint Telecommunications
U.S. Healthcare

SHHH acknowledges those corporations who made the 1994 convention accessible through the donation of equipment and services:

American Loop Systems
Audex
Cellular One
Centrum Sound
Comtek/Audio Enhancement
Conference-Mate Systems
Duartek, Inc.
Phonak, Inc.
Phonic Ear, Inc.
Sennheiser Electronic Corporation
Williams Sound

Real-Time Captioning

Communication access at the SHHH Convention is made possible for many through the donated services of the captioners. Real time captioning allows many members to understand fully the proceedings. Our special thanks go out to Deanna Baker and Scott Smith who organized the real time captioners for the 1994 Convention in Baltimore and to the captioners who donated their time and talent: Janet Baldauf, Therese Brandell, Laura Brewer, Sue Deer, Else Gale, Carol Hice, Laurel McDaid, Gale Muehlbauer, Michelle Nelson, Linda Sturm, and Susan Wollenweber.

Underwriting of the January/February issue of the SHHH Journal on Cochlear Implants

Advanced Bionics Corp.
The American Academy of Otolaryngology-Head and Neck Surgery
Baylor College of Medicine
Carle Clinic Association

John Hopkins University School of Medicine
Noel L. Cohen, M.D.
Shea Clinic

Corporate Sponsors

SHHH has established a partnership with corporations which choose to show their support of SHHH activities and programs. In turn, SHHH gives them first place at the table for all SHHH functions and provides workshops and other services which the corporate sponsor needs to continue to meet the needs of its hard of hearing employees and clients. Corporate Sponsors for 1994 were:

AT&T Accessible Communications Services
Oticon, Inc.
Pacific Bell
Sauls Lithograph Company, Inc.
Siemens Hearing Instruments, Inc.
United Artists Theatre Circuit, Inc.

The Founder's Circle

Reserved for recognition of those individuals who have been instrumental in supporting SHHH with cumulative gifts of \$10,000 or more. A plaque depicting the names of those individuals is on permanent display in the National office.

Anonymous
Ms. Dorothy Allen
Mr. and Mrs. Clyde Black
Ms. Elizabeth Bonvillian
Ms. Marjorie Boone
Mr. Henry Breck
Ms. Patricia A. Clickener
Mr. and Mrs. David Dent
Mr. George DeVilbiss
Ms. Jeanine Fletcher
Ms. Mary Irvine
Mr. Lewis Kleinrock
Ms. Miriam Koryn
Mr. and Mrs. Joseph Lelewer
Dr. Irving Marcus (deceased)
Mr. William McKay
Mr. Alfred R. McLaughlin (deceased)
Mr. Walter Ridder (deceased)
Ms. Helen A. Spies
Ms. Jane S. Stein (deceased)
Mr. and Mrs. Howard E. Stone

The President's Circle

The Presidents's Circle is reserved for those individuals who demonstrated their commitment to

SHHH during 1994 by gifts totaling \$2,500 or more:
 Mr. and Mrs. Clyde Black
 Ms. Angeline Gerten
 Mr. Richard P. Gross
 Mr. Richard E. Kaufmann
 Mr. William McKay

The Order of the Sixth Sense

Individuals who demonstrate their support of the organization through an annual gift of \$1,000 or more qualify for membership:

Anonymous
 Ms. Dorothy Allen
 Ms. Margaret Azcona
 Ms. Florence Butler
 Mr. William B. Cutler
 Mr. and Mrs. David Dent
 Ms. Marcia Dugan
 Mr. and Mrs. Richard Elden
 Ms. Marcia Finisdore
 Ms. Jeanine Fletcher
 Mr. and Mrs. Richard France
 Ms. Patricia Irr
 Mr. Lewis Kleinrock
 Ms. Miriam Koryn
 Mr. George Kosovich
 Mr. and Mrs. Joseph Lelewer
 Mr. and Mrs. James Lindberg
 Mr. and Mrs. Kenneth Lingley
 Ms. Susan Miller
 Dr. and Mrs. Robert B. O'Connor, Jr.
 Mr. and Mrs. Harry Straus
 Ms. Tommie Wells

Sustaining Members

This category recognizes SHHH members who have upgraded their level of commitment to \$500 this year:

Anonymous
 Dr. C. Dale Becker
 Ms. Manell P. Brice
 Mr. and Mrs. Emory Church
 Dr. Noel Cohen
 Ms. Carolyn Crawford
 Mr. J. Dean Eckerslay
 Ms. Dorothy Fifolt
 Dr. and Mrs. Leo Goldstein
 Mr. and Mrs. Mark Hargrave
 Mrs. Ruth Hamilton
 Mr. and Mrs. Robert Holt
 Dr. Howard House
 Ms. Carolyn Johnson
 Mr. Barry Kasinitz
 Mr. and Mrs. Orrin Long
 Mr. and Mrs. Frank Lyman
 Ms. Margaret Loureiro
 Mr. and Mrs. Joseph McCann
 Mr. Michael P. Quinlan

Ms. Donna L. Sorkin and
 Mr. Gregory M. Barry
 Ms. Karen Swezey
 Ms. Nancy Wessner
 Mr. Edwin Zimmer

Associate Members

This membership category recognizes those who have upgraded their level of commitment to \$250 this year:

Ms. Margaret Ames
 Ms. Brenda Battat
 Mr. and Mrs. Norman Bergen
 Mrs. Elizabeth Bonvillian
 Ms. Marjorie Boone
 Mrs. Ruth Burghardt
 Mr. and Mrs. Dick Burkhalter
 Mr. and Mrs. John Centa
 Mr. and Mrs. Marcus Cohn
 Dr. Dykes Cordell
 Mr. and Mrs. Stephen DeNardo
 Ms. Loraine DiPietro
 Mr. and Mrs. Owen Flatberg
 Ms. Pam Foody
 Mr. Malcolm Steven Forbes, Jr.
 Mr. George Fowlkes
 Mr. William Frymoyer
 Mr. Ernest Fuller
 Mr. Carroll George
 Mr. and Mrs. Joseph Gilmore
 Dr. Melvin Heller
 The Honorable Richard Helms
 Ms. Irene Hess
 Ms. Mary Ellen Hodgman
 Mrs. Nelly Hofmann
 Mr. and Mrs. Jerry Hohnbaum
 Ms. Eleanor Holtschlag
 Ms. Martha Hood
 Mr. and Mrs. John Kaplan
 Ms. Barbara Knapp
 Ms. Mary Ann Lachman
 Ms. Salora Laverty
 Ms. Ann Liming
 Mr. and Mrs. Phillip Lyon
 Ms. Ann Martin
 Mrs. Joan Heller Miller
 Mr. Victor Minahan
 Mr. Stephen Morley-Mower
 Dr. Mary Neff
 Dr. John Niparko
 Ms. Pamela Pflueger
 Mr. and Mrs. Howard Potrude
 Ms. Pam Ransom
 Ms. Grace Reed
 Ms. Emily Rose
 Ms. Marion Schenk
 Ms. Edith Shapiro
 Mr. Roger Simmons
 Mr. Fred Smith IV
 Ms. Nancy Sonnabend
 Mr. Charles Stampely
 Ms. Elizabeth Nance Strachan
 Mr. Kenneth Subler

Dr. Violette Sutherland
 Ms. Grace Waegell Tiessen
 Mr. Lorin Torrey
 Mr. and Mrs. Jerome Vogel
 Ms. Lorretta Vogt
 Mr. Dennis Watkins

The Builders' Circle

Members in this category have contributed \$100 or more in 1993, thus providing the building blocks for many SHHH programs and activities:

Anonymous
 Ms. Lois Allen
 Ms. Colette Ancelin
 Mr. and Mrs. Robert Andrews
 Mr. Keith Apffel
 Mr. Orville Armstrong
 Mr. Paul Arnerich
 Mr. Neal Bailey
 Mr. Richard Ballinger
 Mr. Robert Beck
 Mr. and Mrs. Jerry Bergeron
 Ms. Lynn Rudich Bezahler
 Ms. Cornelia Biddle
 Ms. Claire Blatchford
 Ms. Julie Block
 Mrs. Hazel Boothroyd
 Mrs. Eugenie Rowe Bradford
 Ms. Marion Bradford
 Mr. Robert Branigin
 Mr. and Mrs. William Branigin
 Mr. Melvin Carlin
 Ms. Virginia Carr
 Dr. William Castle
 Mr. Vernon Chester
 Ms. Josephine Clickener
 Mrs. Wilma Clubb
 Mr. and Mrs. Ray Cohen
 Mrs. E. Virginia Craig
 Dr. and Mrs. Roy Cruzen
 Ms. Barbara Dahlquist
 Mr. N. Arden Danekas
 Mr. John Darby
 Mrs. Jan de Graaff
 Ms. Peggy de Graaff
 Mrs. Eleanore Devine
 Ms. Nancy Dietrich
 Mr. James Durkin
 Mr. and Mrs. Lou Fockele
 Reverend Roy Fox
 Mr. Kevin Frauck
 Ms. Mary Fredericks
 Mrs. Teresa Fuller
 Mr. Arnold Gaffen
 Mr. and Mrs. Sheldon Gaffen
 Mr. Robert Gerstner
 Mr. J. Curtis Glidden
 Ms. Hollace Goodman
 Mr. and Mrs. Irwin Goodman
 Mrs. Annette Gurian
 Mrs. Elizabeth Haggerty
 Ms. Katherine Hamilton

Ms. Dorothy Hansen
 Ms. Mae Hardison
 Ms. Diane Hardy
 Mrs. John Hardwick
 Mr. Ben Havdahl
 Dr. and Mrs. Marshall Heyman
 Mr. and Mrs. Christopher Hill
 Mr. Carl Hoag
 Ms. Darlene Holben
 Mr. and Mrs. Paul Hopley
 Mr. David Isbell
 Ms. Karen Sorkin Jakes
 Ms. Eleanor Young Jenkins
 Mrs. Shirley Johnson
 Mr. Leo Johnston
 Mr. Kachadoor Kachadoorian
 Mrs. Dorothy Kaupp
 Ms. Marie Kelsey
 Mrs. Shirlee Kesselman
 Ms. Lois Kinckiner
 Mr. Sidney Kleinman
 Ms. Mary Ann Lachman
 Mr. Albert Laframboise
 Mr. and Mrs. V. Joseph Laramie
 Mr. Charles Ledbetter
 Mr. and Mrs. Royal Linden
 Mr. and Mrs. Henry Loeb
 Mr. and Mrs. Thomas Lott
 Mrs. Thomasine Madget
 Ms. Karen McCallum
 Mr. John McCelland
 Mr. Clement McGillicuddy
 Ms. Joan McGrath
 Ms. Eileen McKinley
 Mrs. Mary Jo Melbourne
 Dr. and Mrs. J.C. Metternich
 Mr. Kenneth Millian
 Mr. Norman Morris
 Mr. David Mueller
 Ms. Dana Mulvany
 Ms. Angela Musso
 Ms. Verna Neidigh
 Ms. Margaret Nowak
 Mr. Gordon L. Nystedt
 Mr. Esco Obermann
 Miss Jean Ann Olsen
 Mr. and Mrs. John Olson
 Mr. J. Michael Orifici
 Ms. Carol Osterman
 Mr. and Mrs. Harold Pahl
 Dr. Michael Parker
 Mr. Peter Pascarelli
 Mr. Alan Post
 Ms. Pamela Prescott
 Ms. Elaine Procida
 Mr. Edward Raboy
 Mrs. Josephine Reinhardt
 Mrs. Elizabeth Richard
 Ms. Ann C. Rooney
 Dr. Mark Ross
 Mr. John Ryan
 Mr. and Mrs. Williard Salmons
 Ms. Margaret Saunders
 Mr. Victor Savadow
 Ms. Marjorie Schick
 Mr. Joseph Schiff

Ms. Marguerite Schroeder
 Mrs. Lisa Schwartz
 Mr. James Schwarz
 Mr. Richard Schweiker
 Mr. and Mrs. Fenmore Seton
 Mrs. Torpy Skinner
 Ms. Carol Sliney
 Ms. Jeanne Smith
 Mrs. Dorothy Snow
 Mr. Maury Spanier
 Ms. Ruth Strosnider
 Mr. Earl Tingstrom
 Mr. and Mrs. Charles Toudouze
 Dr. Raymond Trybus
 Mr. David Viers
 Mr. John Von der Haar
 Mrs. Antoinette Webb
 Mr. and Mrs. Herbert Weiss
 Mr. and Mrs. Ernest Williamson
 Dr. Nevim Wingfield
 Ms. Miriam Zadek
 Mrs. Inge Zeller

Planned Giving

Individuals who have demonstrated a commitment to SHHH by donating a planned gift which will be placed in the SHHH Endowment Fund upon their death. The interest which the Endowment Fund earns will continue to support SHHH as a perpetual memorial to their generosity.

Ms. Billie Ahrens
 Ms. Dorothy D. Allen
 Mr. and Mrs. Holt Allen
 Mrs. Elizabeth Bonvillian
 Ms. Marjorie Boone
 Mr. George DeVilbiss
 Mr. Richard Gross
 Ms. Mary H. Irvine
 Ms. Miriam Koryn

Bequests

Several members have passed away this year. They are sorely missed. We express our sincere thanks to those who left us a bequest in their wills. We have received notice of bequests from Edward F. Brady and Jane S. Stein.

We also recognize those who have told us that they have remembered SHHH in their wills. It is always a blessing to be able to thank the donor in person. If you have remembered SHHH in your will, please inform us so we can thank you and acknowledge your generosity. Our thanks go to Shirley J. Lane for informing us this year that she has remembered us with a bequest in her will.

Tribute and Memorial Donations

Each year, we receive several donations in tribute of birthdays, anniversaries and other special days in the lives of our members and their families and friends. We also receive contributions in memory of members and family and friends who have passed away.

Birthday tributes were received in 1994 in honor of: Mrs. Elizabeth Bonvillian, Ms. Marjorie Boone, Mr. Joseph Lelewer, Mrs. Sis Lelewer, Ms. Kay Orloff, and Mr. Joseph Turin.

Tribute contributions were received in honor of: Mrs. Elizabeth Bonvillian, Ms. Marjorie Boone, Mr. George DeVilbiss, Ms. Marcia Finisdore, Ms. Ann Pruitt, Ms. Mary Ellen Rechner, Ms. Lelia Russell, the birth of Walter Goldstein's grandchild Caylor, Christmas and the wedding anniversary of Mr. and Mrs. Joseph Lelewer and the recovery from surgery of Mrs. Sis Lelewer.

Friends and loved ones remembered the following people with memorial contributions: Mr. Raymond Barton, Mr. Ed Carr, Ms. Lesta Doughty, Ms. Marion Doyle, Mr. Harold Drasing, Mr. Everett Eneboe, Dr. Carol Furgerson, Ms. Vivienne Hanson, Mr. James Herman, Mr. Steven M. Hodges, C. O. Hutchinson, Mr. William Jamison, Mr. Charles Kemper, Ms. Theresa M. Kipp, Mr. Sheldon Konecke, Mr. Joseph Lazarus, Ms. Elizabeth Matthews, Ms. Helen McElwee, Mr. Herman McLanahan, Mr. Howard Quigley, Mr. Homer Reber, Mrs. William Rothwell, Mr. Richard Samuels, Ms. Mildred Savell, Mr. Mark A. Spaulding, Mr. Carl Swanson, Ms. Enna Mae Vineyard, Mr. William J. Walker, Mr. Dick Walter, and Mr. Burrows T. Younkin.

SHHH has been diligent in its efforts to avoid errors in listing its contributors. The list is based on contributions received in the SHHH National office between January 1, 1994 and December 31, 1994. Contributions mailed in late December and received in January, 1995 will be listed in the *1995 Annual Report*. Each and every member and contributor is important to us, but mistakes do happen. We apologize for any errors. If you detect an error, please contact David A. Pichette, director of development, at the National office. 301\657-2248 (V), 301\657-2249 (TTY).

Combined Federal Campaign and United Way

Sincere thanks to all who contributed through the Combined Federal Campaign and the United Way. Their many contributions have added up to a significant resource which enables the continuing work of SHHH. Please designate #1216 in The Combined Federal Campaign.

Matching Gifts

Matching gifts have been received from many corporations which support the financial contributions of their active and retired employees. A note of appreciation goes out to all those members who took the time to fill out the matching gifts forms and to those companies that match the generosity of their employees:

Arco Foundation
Cromax Technology, Inc.
FannieMae Foundation
Illinois Tool Works Foundation
Mutual of New York
Pfizer
Polaroid Foundation
The St. Paul Companies
US West Foundation

Founder's Day Contributors

Each year, in honor of Founder's Day, the local affiliates are asked to raise funds and contribute to SHHH National. These funds help to support the work of SHHH with affiliates and assist in the formation of new groups. All of the members of SHHH are proud of the accomplishments of the SHHH Chapters and Groups and of the funds they raised to help maintain a strong SHHH National and to spread the word to others. If the top campaigner from each affiliate is known, his or her name is listed after the affiliate name.

Less than \$100

Allegheny Plateau Group (PA)
Barstow Group (CA), Sue Moore
Birmingham Hear Me Now Group (MI), Shirley Hostetter
Boca Raton Chapter (FL), Geri Young

Center City Group (PA), Christina Clementi
Central Iowa Chapter (IA)
Central Minnesota Chapter (MN)
Cincinnati Chapter (OH)
Cleveland Metro Group (OH)
Cleveland West Chapter (OH)
Day Time Group (NY)
East Bay Group (CA)
Fort Myers Group (FL)
Fresno Chapter (CA)
Gateway Chapter (MO)
Greater Lowell Chapter (MA)
Greater Omaha Chapter (NE)
H.E.A.R. Chapter (NY)
Hamilton House Chapter (RI)
Heart of Illinois Chapter (IL)
Hendersonville Group (NC)
Jackson Area Group (MI)
Knoxville Group (TN), Rebecca Chester
Listen to Me Group (MI), Phyllis Stone
Lorain County Group (OH)
Manatee Group (FL)
Northwoods Group (WI)
Philadelphia #1 Chapter (PA)
Port Angeles Group (WA)
S.E. Florida #1 Chapter (FL)
Santa Maria Area Chapter (CA)
SHHH-NH Group (NH)
Southeast Ohio Chapter (OH)
Sports Arena Group (CA), S.D. Conklin
Sun Coast Chapter (FL)
Surf and Turf Group (SC)
Tri-State Group (SD), Albertha Flatberg
Tri-Valley Chapter (CA)
Wake Chapter (NC)
Waukesha Chapter (WI)
Wyoming Group (WY)

\$100 to \$499

Capital Area Chapter (MI), Tina Luna-Parisian
Central Arkansas Chapter (AR), Joyce Scott
Central Connecticut Group (CT)
Central NJ Chapter (NJ)
Central WI Chapter (WI)
Charlotte Ears Tri-County Chapter (FL), Joan Andrews
Chicago North Side Chapter (IL)
Chicago South Suburban Chapter (IL)
Chicago W. Suburban Chapter (IL), Barbara Wacker
Choo-Choo Chapter (TN)
COHEAR, Central Ohio Chapter (OH)
Conejo Valley Group (CA), Marjie Alger
Corning/Painted Post Chapter (NY)
Dallas Chapter (TX), Richard Neely
Diablo Valley Chapter (CA)
Eastside Chapter (WA)
Escondido Chapter (CA)
FWSHHH Chapter (TX), Tommie Wells
Golden Triangle Group (MS), Charles Stampley

Greater Baltimore Chapter (MD)
Greater Boston Chapter (MA)
Greater Chicago #1 Chapter (IL), G. Cavallo
Greater New Haven Group (CT)
Harrisburg Chapter (PA)
Houston Chapter (TX), Paula Adams
Inland Empire Chapter (CA)
Kalamazoo Chapter (MI), Mary Jo Melbourne
Lancaster Chapter (PA), Luella Gibb
Lane County Chapter (OR)
Las Vegas HappinessSHHH Chapter (NV), Teresa Fuller
Lebanon County Group (PA)
Michiana Group (IN), Jerry Vogel
Minnesota #1 Chapter (MN)
Montgomery County Chapter (MD)
North Bay Chapter (CA), Bern Klein
Northwest Louisiana Chapter (LA)
Oklahoma City Chapter (OK)
Orange County Chapter (CA), Jeffrey Chess
Palco Chapter (SC)
Pittsburgh Chapter #1 (PA)
Redlands Area Group (CA)
Redwood Group (CA), Carl Stephn
Rimrock Chapter (MT)
Rochester Chapter (NY)
Sacramento Chapter (CA)
Sargent Chapter (RI)
Seattle Hear Here Chapter (WA)
SHHHasta Chapter (CA)
SNO-King Group (WA)
Solano County Group (CA)
South Jersey Chapter (NJ)
South King County Chapter (WA)
South Nassau Chapter (NY)
Tacoma Chapter (WA)
Utica Chapter (NY)
Washtenaw Area Chapter (MI), Donna Cook
West Seattle Chapter (WA), Vernon Chester
Westchester Chapter (NY)
Western NY Chapter (NY), Jean M. Ras
Whitewater Group (WI), Margaret Buth
Williamsburg Group (VA), A.J. Wolfe

\$500 to \$999

Delray Chapter (FL), Regina Rabinowitz
Fox Valley Chapter (WI)
Lehigh Valley Chapter (PA)
Long Beach/Lakewood Chapter (CA)
Manhattan Eye/Ear Chapter (NY)
Miami Group (FL)
Nova One Chapter (VA)
San Antonio Chapter (TX)
San Jose Chapter (CA)

\$1000 and above

Boulder Chapter (CO), Colette Ancelin
Chapel Hill Chapter (NC), Dorothy Allen
San Fernando Valley Chapter (CA), Gladys Dickholtz
San Francisco Chapter (CA), Fred Smith

Report of Independent Public Accountant

To the Board of Trustees Self Help for Hard of Hearing People, Inc.

I have audited the accompanying balance sheet of Self Help for Hard of Hearing People, Inc. (SHHH), a non-profit organization, as of December 31, 1994, and 1993, and the related statements of (a) support, revenue, expenses, capital additions and changes in fund balances, (b) functional expenses and (c) cash flows for the years then ended. These financial statements are the responsibility of SHHH's management. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with generally accepted auditing standards, and the Government Auditing Standards, issued by the Comptroller General

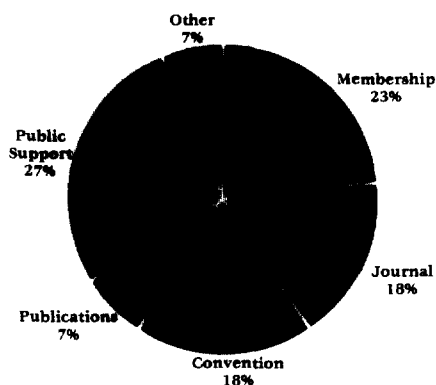
of the United States. Those standards require that I plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. I believe that my audit provides a reasonable basis for my opinion.

In my opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Self Help for Hard of Hearing People, Inc. as of December 31, 1994, and 1993, and the results of its operations and cash flows for the years then ended, in conformity with generally accepted accounting principles.

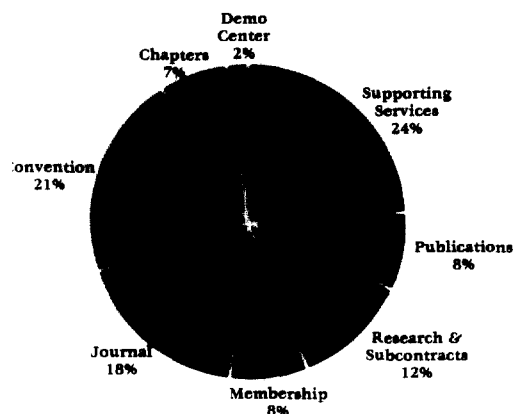
A. H. Makhoul

Abdel H. Makhoul
Certified Public Accountant
Member AICPA MACPA
March 28, 1995

Revenue



Expenses



Condensed Balance Sheet Years Ended December 31, 1994 and 1993

	Current Funds		Pooled	Endowment	1994	1993
	Restricted	Unrestricted	Income	Fund		
Assets	\$ 60,631	\$ 272,676	\$ 57,350	\$ 112,259	\$ 502,916	\$ 560,171
Liabilities	32,631	165,171	57,350	—	255,152	279,448
Fund Balance	28,000	107,505	—	112,259	247,764	280,723
Total liabilities and fund balance	\$ 60,631	\$ 272,676	\$ 57,350	\$ 112,259	\$ 502,916	\$ 560,171

**Statement of Support, Revenue, Expenses, Capital Additions,
Changes In Fund Balances**

Years Ended December 31, 1994 And 1993

	Operating Funds		Endowment	1994	1993
	Restricted	Unrestricted	Fund		
Public support	\$ 14,338	\$ 271,397	—	\$ 285,735	\$ 256,188
Revenue:					
Membership	—	247,269	—	247,269	259,199
Advertising	—	186,988	—	186,988	154,488
Convention	—	191,455	—	191,455	186,965
Subcontracts	—	48,159	—	48,159	46,844
Publications	—	74,958	—	74,958	101,986
Other	—	23,037	—	23,037	16,807
Total revenue	—	771,866	—	771,866	766,289
Total support & revenue	14,338	1,043,263	—	1,057,601	1,022,477
Program services:					
Demonstration center	—	16,237	—	16,237	26,036
Chapters	—	76,144	—	76,144	100,286
Convention	—	210,695	—	210,695	183,654
Journal	—	180,997	—	180,997	144,191
Membership	—	78,182	—	78,182	89,109
Research & subcontracts	14,338	112,289	—	126,627	125,342
Publication	—	83,454	—	83,454	82,072
Total Program services	14,338	757,998	—	772,336	750,690
Supporting services	—	249,296	—	249,296	238,174
Total expenses	14,338	1,007,294	—	1,021,632	988,864
Excess(deficiency) of public support & revenue over expenses	—	35,969	—	35,969	33,613
Capital additions					
Contributions & bequests	—	—	(10,051)	(10,051)	181,187
Fund balance, beginning of year	28,000	71,536	122,310	221,846	65,923
Fund balance, end of year	\$ 28,000	\$ 107,505	\$ 112,259	\$ 247,764	\$ 280,723

Statement of Cash Flows
Years Ended December 31, 1994 and 1993

	1994	1993
Operating Activities		
Net Support and revenue	\$ 35,969	\$ 33,613
Adjustments to reconcile net income to net cash		
Provided by operating activities		
Depreciation	11,610	18,757
Changes in operating assets and liabilities		
Increase in accounts receivable	(547)	(1,219)
Decrease in inventories	(782)	(41,569)
Decrease in prepaid expenses	(16,664)	15,932
Increase in accounts payable and accrued expenses	(56,721)	49,463
Increase in deferred amounts	32,425	(51,962)
Net cash provided by operating activities	5,290	23,015
Investing Activities		
Purchase of property and equipment	(2,205)	—
Investments	(10,372)	(860)
Net cash used in investing activities	(12,577)	(860)
Increase in cash and cash equivalents	(7,287)	22,155
Cash and cash equivalents at the beginning of year	108,532	86,377
Cash and cash equivalents at end of year	\$ 101,245	\$ 108,532

These financial statements were taken from the Auditors Report by Abdel H. Makhlouf, Independent Certified Public Accountant. The full reports are available upon written request from SHHH.



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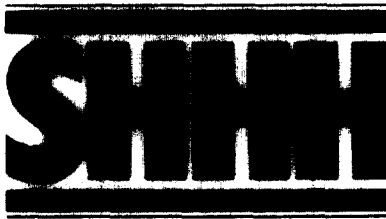
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Self Help for Hard of Hearing People, Inc.
7910 Woodmont Avenue, Suite 1200
Bethesda, MD 20814